



Code of Practice

**For the Delivery of Nationally Recognised Training
(In partnership with Australian Training Management RTO 2341)**

Studio West Training Solutions aims to provide learners with professional and up to date training that meets all the requirements of the Australian Quality Training Framework. We will provide this service with a further commitment to Training Excellence, Innovation and Outstanding Customer Service.

Enrolments and Admissions

Enrolments and Admissions must be made by written confirmation by means of:

Studio West Enrolment Form or Email or Facsimile or Post

A course information pack and training plan will be forwarded on to the Learner before the commencement of any training programme. The Training Information pack will include (Fees, Hours, Course Content, Vocational Outcome, Refund Policy, Delivery and Assessment Plan, information on RPL, RCC and Credit Transfer, Learning Support Services and Appeals and Grievances Policies and any course Pre-requisites)

Marketing

Studio West will always market their services accurately, professionally and with integrity. No marketing or advertising will in any way mislead clients. All marketing and advertising material will meet the guidelines of the AQTF.

This includes but is not limited to Newspaper Advertising, Promotional Literature, Press Releases, Website and Student Training packs.

Delivery

Studio West will ensure

- The learning environment will support learners to meet their learning outcomes.
- It has adequate and up to date delivery resources for the delivery of all programmes.
- It makes every effort to meet the literacy, numeracy and language needs of learners.
- The delivery staff will build trusting and supportive relationships with learners providing a safe and enjoyable learning experience.
- Delivery staff where possible will make flexible delivery options available to the learners.

Assessment

Studio West will ensure:

- Assessments are conducted in line with the National Training Package guidelines for assessment and the AQTF.
- Assessment may be performed in a simulated workplace environment or at an actual workplace as agreed between the learner and the assessor.
- Assessments will always be Valid, Reliable, Fair and Flexible.

RPL, RCC

Recognition of Prior Learning/Recognition of Current Competencies is formal acknowledgement of competencies which are the result of life experiences, work experiences and formal and informal training.

Studio West will provide RPL, RCC assessment options for its learners as a pathway to receive formal qualifications.

Credit Transfer/Mutual Recognition

Studio West will recognise any statement of attainment or qualification awarded by any other Registered Training Organisation in Australia. These partial/full qualifications must be verified by the issuing RTO.

Appeals and Grievances

All complaints and appeals shall be directed to the Training Director of Studio West Training Solutions if not resolved in the first instance by the trainer, assessor or administrative personnel. Complaints in relation to Nationally Recognised Training

can be directed to the partnering RTO. Australian Training Management Ph: 9274 1277.

All complaints and appeals should be directed to the appropriate person in writing.

All grievances shall be dealt with fairly and professionally.

If not resolved satisfactory clients or learners will be advised of the appropriate legal body they can contact for advice and assistance. (National Training Complaints Hotline 1800 000 674)

Student Welfare and Guidance Service

Studio West aims to ensure all learners have all opportunities to meet all learning and assessment outcomes.

Staff will make every effort to counsel, support and provide advice when appropriate to learner to assist them to meet their vocational goals. Learners who are experiencing difficulties will have the knowledge to access these support services.

Fees/Charges/Refund Policies.

- Students will be advised during the admission process of all course fees and related charges and refund policies.
- A deposit is required to confirm all enrolments of nationally accredited programmes including RPL and RCC. The sum of the deposit will depend of the programme delivered.
- Balance of fees payable on or before the commencement of the programme unless a payment plan has been approved by the Training Director.
- Deposit is non refundable and not transferable to any other programme.
- Fee payments received after the commencement of a programme are non refundable.
- Full fees paid in advance (less 10%) are refundable if 14 days notice is given in writing before commencement.

(Programme also means RPL, RCC and Credit Transfer)

Access and Equity

Studio West will do everything possible to provide access and equity to all learners regardless of race, gender, age, physical impairment, location, marital status, background and culture in line with the AQTF standards and policies for delivery and assessment.

We will respect the opinions, rights and beliefs of all learners and will not participate in any form of discrimination.

Studio West People and Our Commitment to You

Studio West delivery and assessment staff will:

- Be committed to participate in continual professional development
- Will network and meet with other delivery staff and assessors to discuss relevant resources, assessment tools and delivery techniques.
- Be committed to continual improvement.
- Keep up to date with current industry policies and standards to ensure learners have access to the most relevant up to date training possible.
- Provide an environment that is centred around learner's needs and outcomes.
- Provide a fun and innovative approach to meeting vocational outcomes.
- Assist you in any way possible to help you meet your vocational goals.

Respect/Behaviour/Expectations

Studio West expects learners to attend all classes when possible.

Studio West expects all learners to actively participate in all sessions when required unless good reason not to participate in any individual activity has been accepted by the trainer.

Studio West expects learners to take responsibility for their learning and communicate with delivery, assessment and administrative staff any personal needs

Students and delivery staff will respect each other and the other learners in every instance.

Any form of harassment, rudeness or offensive behaviour in a Studio West learning or assessment environment will not be tolerated at any level. Studio West reserves the right to ask any learner to leave a programme.

All learners and staff will have the right to a safe and non-disruptive learning and assessment environment.